



Irish Life

TERMS OF BUSINESS

OF IRISH LIFE FINANCIAL SERVICES LTD

CONTACT US



**IRISH LIFE FINANCIAL
SERVICES LIMITED
IRISH LIFE CENTRE
LOWER ABBEY STREET
DUBLIN 1**

PHONE: 01 704 1010

YOU CAN PHONE US:

Monday to Thursday - 8am to 8pm

Friday - 10am to 6pm

Saturday - 9am to 1pm

THESE TERMS OF BUSINESS SET OUT HOW WE (IRISH LIFE FINANCIAL SERVICES LTD) (ILFS) WILL PROVIDE BUSINESS SERVICES TO YOU AS A CUSTOMER.

A Our name, address, and contact details are set out at the top of this document.

B ILFS is a wholly owned subsidiary of Irish Life Group Ltd. which is part of the Great-West Lifeco group of companies.

C Irish Life Financial Services is authorised to act as a Multi - agency Intermediary and deposit broker under Section 10 of the Investment Intermediaries Act, 1995 (as amended) and is tied to Irish Life Assurance plc (Irish Life). ILFS is registered on the Insurance Mediation register on www.centralbank.ie.

Irish Life Financial Services and Irish Life are regulated by the Central Bank of Ireland.

- D** Irish Life Financial Services is subject to the Minimum Competency Code 2011 and the Consumer Protection Code 2012 which can be viewed on www.centralbank.ie.
- E** ILFS can arrange products and services including life assurance and deposits. If you take part in a financial review with one of our employees, we will advise you on the products detailed below. If you then agree to buy a product following a financial review, we will arrange your application for the product. Our advice will be based on the full and accurate completion of a factfind, which we will ask you to certify.
- F&G** Through our tied partnership with Irish Life we offer life insurance plans (including life assurance, specified illness cover, income protection, unit linked savings, investments, and pension plans), and Personal Retirement Savings Accounts (PRSAs).

Through our agency with **permanent tsb p.l.c.** we also currently offer their bank products.

These services are provided based on limited analysis of the market.

- H** ILFS may receive commission and other payments from Irish Life or Banks that we have an agency with. Summary details of life assurance commission will be included in a Customer Information Notice (CIN) which you are legally entitled to receive before an application for a product is completed, and full details will be included with your welcome pack. As well as offering advice when you take out a plan, ILFS will also assist you with your queries in relation to your plans and offer you a financial review annually in return for the remuneration we receive. Details of bank commission are available upon request.

I DATA PRIVACY

Before you give us your personal information it is important that you know what your data protection rights are and how and why we use your personal information. This is set out in the Irish Life Financial Services Data Privacy Notice. We need to collect and use your personal information to provide you with financial advice and to act as servicing agent on your plans. The information will include your financial arrangements, such as your existing protection cover, pensions, savings and investments. It may also include sensitive personal information, such as health details. We also

use your personal information to meet our legal obligations and for legitimate business reasons.

We pass your personal information to data processors that act as service providers under contract with us, to other companies within the group, your product providers, to your agents, to regulatory authorities or as required by law.

We will keep your personal information for as long as we have a relationship with you and for any period after that required by law or as needed for complaints handling.

Although certain restrictions may apply, you have a number of rights over your personal information, including the right to:

- the information in our Data Privacy Notice,
- access a copy of your personal information,
- receive a copy of certain automated personal information in an machine readable format,
- update, correct or delete your personal information,
- restrict or object to the use of your personal information,
- withdraw your consent,

- complain to the Data Protection Commission

J We will be fair, honest and professional in all our business dealings with you. We will take reasonable steps to avoid conflicts of interest. However if there is a conflict of interest we will let you know before proceeding to provide any business service. If you have not been advised on any such conflict you can assume that none arises.

K ILFS will, if necessary, exercise its legal rights to receive any payments due to it, from customers for business services provided by it and to be reimbursed for any value obtained by it for customers arising from payments to it by customers which subsequently default.

Irish Life Assurance plc may withdraw benefits on default of payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions and at www.irishlife.ie

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- L** If you complain about our service, this is our process:

We will deal with all complaints promptly, professionally and fairly. You can make a complaint by phone, email, fax, post or in person. You can contact us in any of the following ways:



- Phone our customer service team on **01 704 1010**;
- Write to us at;
**IRISH LIFE
CUSTOMER COMPLAINTS
MANAGEMENT TEAM**
Freepost
Lower Abbey Street
Dublin 1
- Send a fax to **704 1900**;
- Email us at
customerservice@irishlife.ie;

or

- Call to the
IRISH LIFE VISITOR CENTRE,
Lower Abbey Street
Dublin 1

If you are writing, faxing or emailing your complaint, please provide your phone number so we can discuss your complaint with you. We will acknowledge your complaint within one day of receiving it. Our target is to resolve all complaints within 10 working days. If this is not possible we will let you know when you can expect a full reply.

You may refer your complaint to the appropriate Ombudsman. Depending on your type of policy the appropriate Ombudsman may be the Financial Services Ombudsman, or certain cases may be dealt with by the Pensions Ombudsman.

THEY CAN BE CONTACTED AT:

FINANCIAL SERVICES OMBUDSMAN

3rd Floor, Lincoln House, Lincoln Place,
Dublin 2.

Lo-call: 1890 88 20 90

Fax: 01 662 0890

Email: enquiries@financialombudsman.ie

Website: www.financialombudsman.ie

OFFICE OF THE PENSIONS OMBUDSMAN

4th Floor, Lincoln House, Lincoln Place,
Dublin 2.

Phone: 01 676 6002

Fax: 01 661 8776

Email: info@pensionsombudsman.ie

Website: www.pensionsombudsman.ie

M Irish Life Financial Services (ILFS) as a Multi Agency Intermediary is a member of the compensation scheme established under the Investor Compensation Act 1998 ("ICA"). The ICA provided for the establishment of a scheme to compensate eligible investors when a loss is recognised under its terms when a member firm fails. However, you should be aware that a right to compensation would only arise where monies held by ILFS on your behalf had not been passed on to Irish Life Assurance plc. and cannot be returned to you and where a client falls within the definition of eligible investor contained in the ICA. (excludes Pension schemes) Maximum compensation payable by the Investor Compensation Company Ltd (ICCL) Scheme is 90% of the net loss recognised for the purposes of ICA, or €20,000 (whichever is the lesser figure).

The scheme does not apply to any loss that may occur to your investment with Irish Life Assurance plc or any third party provider contracted to them.

N The effective date of these Terms of Business is 25 May 2018.



Irish Life

CONTACT US

PHONE: 01 704 2000

FAX: 01 704 1900

WEBSITE: www.irishlife.ie

WRITE TO: Irish Life Financial Services Ltd, Irish Life Centre, Lower Abbey Street, Dublin 1.

In the interest of customer service we will record and monitor calls.

Irish Life Financial Services Ltd, Registered in Ireland number 489221, VAT number 9767681L.

Irish Life Financial Services Ltd is regulated by the Central Bank of Ireland.
